

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

ANNUAL COMPLIANCE REVIEW, 2016

Docket No. ACR2016

RESPONSE OF THE UNITED STATES POSTAL SERVICE TO  
QUESTION 6 OF CHAIRMAN'S INFORMATION REQUEST NO. 1

The United States Postal Service hereby provides its response to the above-listed question of Chairman's Information Request No. 1, issued on January 3, 2017. The question is stated verbatim and followed by the response. Responses to all other questions were filed on January 10, 2017

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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6. The Postal Service states “[s]ites that failed to achieve service targets are ranked according to their total piece failures, producing a list of the bottom ten sites contributing to service failures. In FY 2015 and early FY 2016, if a site appeared on the ‘Bottom Ten’ report for four or more consecutive weeks, depending upon personnel availability, a service improvement team was created to assist the site. During FY 2016, the expanding use of Informed Visibility (IV) has enabled management to quickly identify specific causes for the service failures, virtually negating the need to send dedicated teams to a site.” Responses to CHIR No. 22, question 6.a.
- a. What products and classes of mail are tracked according to their total piece failures to produce the Bottom Ten report?
  - b. Please confirm that the Postal Service continued to generate the Bottom Ten report during the entire FY 2016. If not confirmed, please explain and identify when the Postal Service stopped generating the Bottom Ten report.
  - c. Please confirm that the Postal Service stopped deploying service improvement teams to sites based on the site’s appearance on the Bottom Ten report during FY 2016. If not confirmed, please explain.
  - d. Please identify all facilities that appeared on the Bottom Ten report for four or more consecutive weeks during FY 2015 and FY 2016. For each identified facility, please state the corresponding District, all dates the facility appeared on the Bottom Ten report, the number of total piece failures at that facility for each date, the total volume of mailpieces at that facility for each date,<sup>1</sup> and the number of times that service improvement teams were deployed to that facility during FY 2015 and FY 2016. The responses may use the following format (or a more practicable alternative) for each facility:

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<sup>1</sup> This volume should only report the mailpieces that are subject to tracking on the Bottom Ten report. See *supra* question 6.a.

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Facilities Appearing Four or More Consecutive Weeks in FY 2015 and FY 2016					
Facility	District	Dates on the Bottom Ten Report	Total Piece Failures	Total Piece Volume	Number of Service Improvement Deployments

**RESPONSE**

- a. The Bottom Ten report tracks Presort First-Class Mail by service standard, EXFC by service standard, Periodicals, Standard SCF Letters, Standard SCF Flats, Standard NDC Letters, Standard NDC Flats, Priority Mail by service standard, Priority Mail Express, Retail Ground (formerly known as Standard Post), and Parcel Select.
- b. Not confirmed. There is a period of time the Bottom Ten report was not generated in FY 2016, which was at the end of December 2015 through mid-January 2016.
- c. Confirmed. The Postal Service stopped deploying service improvement teams based on the Bottom Ten report during FY 2016. Due to current visibility and technology tools used by the Postal Service, routine deployment of service improvement teams is no longer necessary. However, if data derived through these tools suggest systemic service

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issues, Headquarters and Areas can provide local Districts the necessary support and resources to correct such service deficiencies.

- d.** These data are available only at the District level and not at the facility level. The number of times service improvement teams were deployed during FY 2015 and FY 2016 was not tracked. The remaining categories of requested data at the District level pertaining to market dominant products are provided as an Excel file that accompanies the public filing of this Response with the file name ChIR.1.Q.6d.MD.FourWeeks.xlsx. The remaining categories of requested data at the District level pertaining to competitive products are provided under seal as part of non-public folder USPS-FY16-NP40 with the file names ChIR.1.Q.6d.FY15.Comp.4Weeks.xlsx and ChIR.1.Q.6d.FY16.Comp.4Weeks.xlsx.